BLOCK - LSNP, NP, PS, CRS, and RS form screen change and EDI valid value change to accommodate additional Block values.

ACTs:

N/A

Questions & Answers:

Q: Will the Blocking USOCs and FIDs appear on the PSON?

A: Mallory Paxton - Qwest responded yes, the PSON is a snapshot of the service order, not of what was submitted on the request.

No additional comments or clarification requested.

Q: Will this upgrade apply to change ACT C orders as well as conversions?

A: Mallory Paxton - Qwest responded yes, all ACT's where the BA field is utilized.

No additional comments or clarification requested.

Q: Will the CSR recap function return Blocking USOCs and FIDs that will need to be removed from the feature fields by the CLEC?

A: Mallory Paxton - Qwest responded yes, USOCs and FIDs would be returned and stated that yes; the CLECs will need to remove USOCs and FIDs.

Liz Balvin - MCI asked if the CLEC has to populate what they are intending to remove.

Mallory Paxton - Qwest stated that the CLEC would have to remove, from the recapping CSR.

Kim Isaacs - Eschelon asked if they would use the delete function in IMA.

Mallory Paxton - Qwest responded yes.

Phyllis Burt - AT&T asked for clarification.

Kim Isaacs - Eschelon stated that in IMA, you can recap the CSR and noted that it is a GUI function.

Mallory Paxton - Qwest asked if there were any other questions.

No additional comments, questions, or clarifications were requested.

Q: Please confirm that with the implementation of this CR that on UNEP POTS Conversion orders, migrate blocking as specified without having to specific changes to the Customer's current blocking options. (ACT= V with BA= E)

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CR#

A: Mallory Paxton - Qwest stated that blocking features that are to be retained, will have to be specified as BA=E for end-state. Mallory stated that the CLEC will have to specify the value and that the block field is required.

No additional comments or questions were requested.

Q: Please confirm that with the implementation of this CR that on UNEP POTS Change orders, adding blocking only (if QWEST doesn't support BA =A how is this accomplished?)

A: Mallory Paxton - Qwest responded that the CLEC would use a block of E.

Phyllis Burt - AT&T asked if 1 blocking option exists and are adding an additional, would the CLEC use BA=E and specify both.

Mallory Paxton - Qwest responded yes.

There were no additional comments, questions, or clarification requested.

Q: Please confirm that with the implementation of this CR that on UNEP POTS Change orders, deleting blocking only (ACT= C with BA = D)

A: Mallory Paxton - Qwest responded yes.

There were no additional comments, questions, or clarification requested.

Q: Please confirm that with the implementation of this CR that on UNEP POTS Change orders, adding & deleting blocking only (ACT= C with BA = E specifying the end state)

A: Mallory Paxton - Qwest responded yes, the CLEC would use ACT=C with BA=E and show what the CLEC wants to end up with in BLOCK, rather than Remarks.

There were no additional comments, questions, or clarification requested.

Q: Please confirm that with the implementation of this CR that on UNEP POTS Change orders - no change blocking only (ACT= C BA IS NOT REQUIRED)

A: Mallory Paxton - Qwest responded yes and noted that the CLEC may not be doing anything on a C request, and noted that it is not required.

Phyllis Burt - AT&T asked if BA=N would be optional.

Mallory Paxton - Qwest responded yes.

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There were no additional comments, questions, or clarification requested.

Q: Please confirm that with the implementation of this CR that on UNEP POTS New install & Move Order or Change Order to Add Line - adding blocking only ((ACT = N or T) or (ACT = C & LNA = N) with BA = E)

A: Mallory Paxton - Qwest responded that BA=E would be used, even if adding new.

There were no additional comments, questions, or clarification requested.

Q: Please confirm that with the implementation of this CR that on UNEP POTS Disconnect Order or Change Order to Disconnect Line - removing all blocking ((ACT = D) or (ACT= C & LNA= D) BA IS NOT REQUIRED)

A: Mallory Paxton - Qwest responded that is a true statement, BA is not required.

There were no additional comments, questions, or clarification requested.

Q: Please confirm that with the implementation of this CR, if the BLOCK field values would still be required to be in alphabetical order.

A: Mallory Paxton - Qwest responded no.

There were no additional comments, questions, or clarification requested.

Q: Please confirm that with the implementation of this CR, if a draft Blocking Job Aid would be issued with the draft Technical Specifications for IMA 14.

A: Mallory Paxton - Qwest responded that a job aid would be available but does not yet have that date.

Liz Balvin - MCI asked if the tech specs would draw to the same conclusions.

Connie Winston - Qwest responded yes.

There were no additional comments, questions, or clarification requested.

Liz Balvin - MCI asked if meeting minutes would be made available.

Peggy Esquibel Reed - Qwest responded yes and noted that they would be emailed to meeting participants, would be noted within each of the CR's discussed, and that a copy of the minutes would be included in the October Systems CMP Distribution Package.

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Connie Winston - Qwest stated that she would like the minutes incorporated into the walk-thru summaries document that has been provided to the CLECs.

Peggy Esquibel Reed - Qwest stated that could be done.

Connie Winston - Qwest thanked Mallory Paxton (Qwest) for providing and sharing the information.

Action Item:

- Provide date for when job aid will be available.

March 20, 2003 Systems CMP Meeting Discussion:

Mallory Paxton/Qwest presented this CR.

Phyllis Burt/AT&T asked for some clarification on the blocking, when to use 'D' and 'A'.

Bonnie Johnson/Eschelon asked if you can add to add a block without recapping.

Mallory Paxton/Qwest stated not as it is written it and stated that if the CLECs want that, she would need to look at all the BA's and combine to get what is needed. Mallory stated that you cannot add without re-capping.

Phyllis Burt/AT&T stated that she wants to combine 'E' and 'A'.

Mallory Paxton/Qwest asked to clarify that AT&T is asking for a new BA value.

Connie Winston/Qwest stated that we would have to look at the LOE prior to the vote.

Phyllis Burt/AT&T asked if we use this new value with the assigned meaning, and if we remove all blocking, can we put something in there in terms of migration orders.

Mallory Paxton/Qwest stated that for UNE-P and UNE-P POTS on migrate as specified, you will give us USOCs and FIDs, as they are new. Mallory stated that with that CR, if you do not specify the FIDs and USOCs, you do not get the feature. Mallory stated that due to the unique nature of UNE-P, we are not going to combine.

John Gallegos/Qwest stated that that is correct.

Phyllis Burt/AT&T asked to clarify that when they do a migration order, can't use assigned on UNE-P POTS.

Mallory Paxton/Qwest stated that you would need to give it if it exists and can use assign.

Phyllis Burt/AT&T asked if she always has to give the assign value. Phyllis asked if can put UNE -P POTS and UNE-P CTX 21 on the migrate as specified order and always use a BA value of 'A'.

Mallory Paxton/Qwest asked AT&T, what if you want no blocking?

Phyllis Burt/AT&T stated would use 'Z' and for UNE-P POTS will use A, N, or Z. Phyllis stated that that would satisfy AT&Ts need.

Connie Winston/Qwest asked if we had closure.

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CR#

SCR022103-01

REPLY EXH. LN-8

Bonnie Johnson/Eschelon stated that she was having difficulty understanding the change for UNE-P POTS.

Mallory Paxton/Qwest stated that for resale migrate as specified, can use any available value. Mallory stated that for UNE-P POTS, the difference is the Add.

Bonnie Johnson/Eschelon stated ok, as long as I know that's the case.

Mallory Paxton/Qwest stated that until this CR gets worked, you are still going to need to use your manual workaround for blocking features.

Phyllis Burt/AT&T stated add the value for supporting 'N', and add BA of 'N' and 'Z', block field not required.

Sue Stott/Qwest stated that the LOE will need to be revisited.

John Gallegos/Qwest stated that Qwest will turn around for the vote.

February 24, 2003 - Clarification Meeting

Attendees: Mallory Paxton/Qwest, John Gallegos/Qwest, Connie Winston/Qwest, Peggy Esquibel-Reed/Qwest

CR Description Reviewed:

- BA field will keep same values but meaning and rules will change. BA values will be: A-Assign (CLEC must indicated all desired blocking, even if it already exists. Blocking not indicated will be removed.); D-Delete; N-No Change (N will be default); Z-remove all blocking.
- BA will be a required field and will be auto-populated with "N."
- BLOCK field will have letters P, R, S, T, W, Y, & Z activated for PPU features as shown in attachment.
- All references to USOCs will be removed from rules.
- A new rule will be added to BA, BLOCK, FEATURE, & FEATURE DETAIL fields: "Blocking USOCs & FIDs are not allowed in FEATURE or FEATURE DETAIL". These entries will be derived by Qwest from the BA & BLOCK entries."
- FTS will derive the blocking USOCs & FIDs from the BA & BLOCK entries.
- Qwest will reject requests with blocking USOCs & FIDs.

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CR#

- Qwest typists will be advised to reject manual requests with blocking USOCs & FIDs.
There were no other questions or comments.
Qwest Response
DRAFT RESPONSE March 13, 2003
RE: SCR022103-01IMA Revise BA & BLOCK Fields on RS & CRS Forms
Qwest has reviewed the information submitted as part of Change Request SCR022103-01. Based upon the scope of this CR as agreed to in the Clarification Meeting (held February 24, 2003) Qwest is able to provide an estimated Level of Effort (LOE) of 2100 to 3525 hours for this IMA Change Request and no SATE impacts.
At the March Systems CMP Meeting, CMP participants will be given the opportunity to comment on this Change Request and provide additional clarifications. Any clarifications and/or modifications identified at that time will be incorporated into Qwest's further evaluation of this Change Request.
This Change Request is eligible for the IMA 14.0 Prioritization.
Sincerely, Qwest

BellSouth Change Control Process, version 3.9, September 22, 2003, Section 5 ("Defect Process")

© BELLSOUTH CHANGE CONTROL PROCESS

CCP12_07.DOC Version 2.7 December 7, 2001

5.0 DEFECT PROCESS

Definition

A CLEC/BST identified defect will enter this process through the Change Management Team as a Type 6 Change Request. If the defect is validated internally, it will route through this process, and notification provided to the CLEC community via email and web posting.

A Type 6 defect request is any non-Type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.

In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature (See Documentation Defect – Sub section 5-2). Type 6 validated defects may not be managed using the Expedited Feature Process discussed in Section 4, Part 3.

Defect Change Requests will have three (3) Impact Levels (excluding documentation defects):

High Impact

The failure causes impairment of critical system functions and no electronic workaround solution exists.

Medium Impact

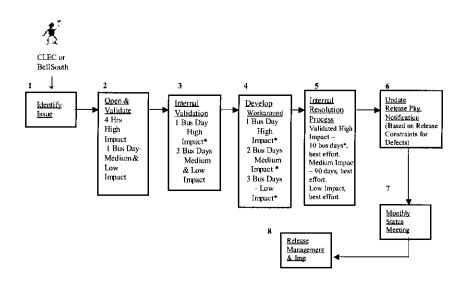
The failure causes impairment of critical system functions, though a workaround solution does exist.

• Low Impact

The failure causes inconvenience or annoyance.

Version 2.7 Issued Date: December 07, 2001

Figure 5-1: Type 6 Process Flow
Validation and Resolution of a Type 6 Change – CLEC impacting Defect (excluding documentation)



NOTE: The intervals in the boxes above match the intervals in the tables to follow for High, Medium, and Low Impact defect change requests.

Version 2.7 Issued Date: December 07, 2001

^{*} FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP



Table 5-1: Type 6 Detail Process Flow

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow. This process will be used to validate defects, provide status notification(s), workarounds and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated (This table excludes documentation defects which are detailed in a separate Section 5-2).

Accountability:	CLEC Change (BCCM)	Control Manager (CCCM), BellSouth Change Control Manager
Sub-Processes/ Activities	IDENTIFY NEED	1. Identify Defect.
		Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6.
		Include description of business need and details of business impact.
		4. Attach related requirements and specification documents. These attachments must include the following, if appropriate: • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable)
		 Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth Change Management Team.
	INPUTS	Type 6 Change Request
	OUTPUTS	 Completed Change Request Form (with related documentation if necessary)
	CYCLE TIME	N/A

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STEP 2	D-110110'	(2001)
Accountability:	BellSouth Chang	ge Control Manager (BCCM)
Sub-Processes/ Activities	OPEN & VALIDATE DEFECT FORM FOR COMPLETENES	1. Log Defect in Change Request Log
		Send Acknowledgment Notification via email to initiating CLEC.
		3. Establish CR status ("N" for New Defect)
		BCCM reviews change request for mandatory fields using the Change Request Form checklist.
		5. Verify specifications and related information exist.
		Send Clarification Notification via email to the originator if needed.
		 Update CR Status to 'PC' for Pending Clarification if clarification is needed.
		If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.
	INPUTS	Completed Change Request Form (with related documentation if necessary)
	OUTPUTS	New Defect Acknowledgment Notification Clarification Notification (if required)
	CYCLE TIME	4 Hours – High Impact 1 Business Day – Medium & Low Impact (Time to be calculated from time of receipt with a cutoff time of 4:00 pm Eastern Time)

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STEP 3	
	+204104
Accountability: BellSouth Change Control Manager (BCCM)	19859189
Sub-Processes/ INTERNAL 1. Validate that it is a defect.	
2. Perform internal defect analysis.	99999

- 3. Determine status of request:
 - If change already exists or CLEC training issue, forward Cancellation Notification to CCCM or BCCM and update status to "C" for Request Canceled or "CT" for Training.
 If Training issue, refer to CSM or Account Team.

- Send Clarification Notification via email if needed and update status to "PC" for Pending Clarification.
- If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.
- If request is valid, update Change Request status "V" for Validated Defect and indicate appropriate Impact Level.
- If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate.
- Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request.
- If the process is operating as specified in the baseline requirements and published business rules, the BCCM will communicate the results via email to the originator to discuss/determine the next step(s).
- If issue is re-classified as a feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect process flow and enter Types 2-5 process flow (enter at Step 3)

NOTE: See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions.

Defect Notification will be provided to CLEC community via email and web posting.

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INPUTS	New Defect
OUTPUTS	Validated Defect
	Defect notification to CLEC community via email and web
	posting
	Clarification Notification (if required)
	Cancellation Notification (if required)
	Status provided for High Impact Defects to originator via
	email within 24 hours
CYCLE TIME	1 Business Day – High Impact ⁴
8 7.7	(If BellSouth cannot complete internal validation of a High Impact
	defect within 1 bus day, BST will communicate the reason and
	expected time period in which the defect validation can occur to
	both the originator and the CLECs)
	,
	3 Business Days - Medium and Low Impact

Accountability:	BellSouth Chang	e Control Manager (BCCM)
Sub-Processes/ Activities	DEVELOP & VALIDATE WORKAROUND (IF APPLICABLE)	Defect Workaround identified.
		2. Change Request status changed to "W" for workaround identified.
		Workaround is communicated via email to originating CLEC and to the CLEC community via email and web posting.
		If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call.
		If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via email and web posting.

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⁴ FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP



		٥.
INPUTS	Validated Defect	
	Clarification Notification (if required)	
OUTPUTS	Workaround (if applicable)	
	Clarification Notification (if required)	
	Cancellation Notification (if required)	
	Email and web posting of workaround	
CYCLE TIME	1 Business Day – High Impact ⁵	
	2 Business Days – Medium Impact ⁶	
	3 Business Days – Low Impact	

.ccountability:	BellSouth Chan	ge I	Control Manager (BCCM)
ub-Processes/ ctivities	INTERNAL RESOLUTION PROCESS	1.	Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth.
		2.	Provide status updates to the CLEC community via email a the status changes until the defect is implemented.
	INPUTS		CLEC/BST input
	OUTPUTS	•	Defect Release Schedule
	CYCLE TIME	•	Validated High Impact Defects will be implemented within
			10 business day range, best effort'.
			(BST will be required to have daily discussions with the originating CLEC and provide daily updates to other
			impacted CLECs. If BST is unable to correct a high impact
			defect in 10 bus days, it must notify the designated CLEC
			and notify all impacted parties)
		•	Medium Impact Defects will be implemented within 90
			business days, best effort.

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 $^{^5}$ FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP 6 FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP

⁷ FL-PSC Docket No. 000731-TP, Order No. PSC-01-1402-FOF-TP



Change Control Process

ccp12_07.doc

STEP 6		
Accountability:	BellSouth Chan	ge Control Manager (BCCM)
Sub-Processes/ Activities	UPDATE RELEASE PACKAGE NOTIFICATION	Update and distribute release notification package via web.
		All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".
		NOTE: The release notification will be published in a timely manner, based on the release constraints associated with the defect.
	INPUTS	Defect Information
	OUTPUTS	Updated Release Package NotificationScheduled Change Request
	CYCLE TIME	Based on release constraints for defects (may be less than 30 days)

Sub-Processes/ Activities STATUS MEETING 1. Provide status of defect. 2. Solicit CLEC/BST input. 3. Update Defect information as needed. INPUTS • Defects Received • Change Request Log • Defect Analysis • Workaround (if applicable) OUTPUTS • Updated status • Updated Change Request Log	ocadosicadosido
2. Solicit CLEC/BST input. 3. Update Defect information as needed. INPUTS Defects Received Change Request Log Defect Analysis Workaround (if applicable) OUTPUTS Updated status Updated Change Request Log	
3. Update Defect information as needed. INPUTS Defects Received Change Request Log Defect Analysis Workaround (if applicable) OUTPUTS Updated status Updated Change Request Log	
INPUTS Defects Received Change Request Log Defect Analysis Workaround (if applicable) OUTPUTS Updated status Updated Change Request Log	
Change Request Log Defect Analysis Workaround (if applicable) OUTPUTS Updated status Updated Change Request Log	52525252525 0000000000000
Defect Analysis Workaround (if applicable) OUTPUTS Updated status Updated Change Request Log	
Workaround (if applicable) OUTPUTS	
OUTPUTS • Updated status • Updated Change Request Log	
Updated Change Request Log	
Updated Change Request Log	***************
Selection	
CYCLE TIME Monthly or when status changes, whichever occurs first.	202202002002

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Change Control Process

ccp12_07.doc

Accountability:	BellSouth Change C	ontr	ol Manager (BCCM)
Sub-Processes/ Activities	RELEASE MANAGEMENT AND	0	e following release management activities will pertain to be 6 changes:
	<u>IMPLEMENTATION</u>	1.	Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.
		2.	Once a defect is implemented in a release, the status will be changed to "I" for Change Implemented.
	INPUTS		Approved Release Package Notification
	OUTPUTS	•	Project Release status
		•	Implementation Date
	OUTPUTS CYCLE TIME	•	•



Table 5-2: Type 6 Detail Process Flow – Documentation Defects

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow for documentation defects. This process will be used to validate documentation defects, provide status notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Accountability:	CLEC Change Control Manager (CCCM), BellSouth Change Control Manager (BCCM)			
Sub-Processes/ Activities	<u>IDENTIFY</u> <u>NEED</u>	Identify Documentation Defect. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6.		
	: 55001,0000,0000,0000,0000,0000	Include description of business need and details of business impact.		
		Attach related requirements and specification documents, if appropriate.		
		Appropriate CCCM/BCCM submits Change Request Form and related information via email to BellSouth Change Management Team.		
	INPUTS	Type 6 Change Request		
	OUTPUTS	Completed Change Request Form (with related		
		documentation if necessary)		
	CYCLE TIME	N/A		

O. F. Barrier S. C. ODEN C		trol Manager (BCCM)
Sub-Processes/ OPEN &	§ 1.	Log Defect in Change Request Log
Activities <u>VALIDATE</u>	2.	Send Acknowledgment Notification via email to initiatin
<u>DEFECT FO</u> FOR	<u> PRIVI</u>	CLEC.
COMPLETE	NESS	
<u> </u>	**************************************	
	§ 3.	Establish CR status ("N" for New Defect)
	3 5 occurse	
	4.	BCCM reviews change request for mandatory fields
	\$ 8	using the Change Request Form checklist.
	à l	
		The second secon

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INPUTS • Completed Change Request Form (with related
documentation if necessary)
OUTPUTS • New Documentation Defect
Acknowledgment Notification
Clarification Notification (if required)
CYCLE TIME 1 Business Day
CTOLE THIE : DUSINESS Day

Accountability:	BellSouth Change Control Manager (BCCM)			
Sub-Processes/ Activities	INTERNAL VALIDATION	Validate that it is a documentation defect. Perform internal defect analysis.		
		 Jetermine status of request: If change already exists or CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to "C" for Request Canceled of "CT" for Training. If Training issue, refer to CSM or Account Team. Send Clarification Notification via email if needed and update status to "PC" for Pending Clarification. If Change Request Clarification Notification not receive back from CLEC, validate with CLEC that change request is no longer needed. If request is valid, update Change Request status to "V for Validated Defect and indicate appropriate Impact Level. If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate. Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request. If the documentation is correct, the BCCM will communicate the results via email to the originator to discuss/determine the next step(s). 		
		NOTE: See Section 11.0 Terms and Definitions – Defect Status for valid status codes and descriptions. Defect Notifications will be provided to CLEC community via		
***** *: INI	INPUTS	email and web posting. New Documentation Defect		
OUTPUTS		Validated Documentation Defect Defect notification to CLEC community via email and web posting Clarification Notification (if required) Cancellation Notification (if required)		

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Accountability:	BellSouth Chan	ith Change Control Manager (BCCM)			
Sub-Processes/ Activities	DEVELOP & PROVIDE CARRIER NOTIFICATION "SUMMARY OF CHANGES"	BellSouth prepares and validates the corrected documentation.			
		Carrier Notification "Summary of Changes" is developed.			
		Change Request status changed to "S" for scheduled.			
		 Carrier Notification "Summary of Changes" is sent to BCCM via email for distribution to CLECs. 			
		If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via email and web posting.			
INPUTS	INPUTS	Validated Documentation DefectClarification Notification (if required)			
	OUTPUTS	 Workaround (if applicable) Clarification Notification (if required) Cancellation Notification (if required) Email of "Summary of Changes" notification 			
	CYCLE TIME	4 Business Days			

STEP 5 Accountability: BellSouth Chang	e Control Manager (BCCM)
Sub-Processes/ <u>CARRIER</u> Activities <u>NOTIFICATION</u> <u>LETTER</u>	BellSouth will develop an "official" Carrier Notification Letter.
	Carrier Notification Letter is posted to the web.
INPUTS OUTPUTS	 Carrier Notification "Summary of Changes" Carrier Notification Letter posted on web
CYCLE TIME	10 Business Days

Version 2.7 Issued Date: December 07, 2001 Qwest System Event Notification (Blocking), August 12, 2003 (Initial)



EVENT NOTIFICATION

	una,,,,,,,,,,,,,,,,,,,,,,,				
To:	Qwest Wholesale Customers				
From:	Qwest IT Wholesale Systems Help Desk				
Date:	August 12, 2003				
Subject:	System Event Notification				
⊠ Initial		□ Update	☐ Closure		
This Event Notification is sent to advise you that Qwest had experienced trouble with the below system:					
Ticket Number:	198193	Ticket Severity: 3			
ISC Ticket Num	ber: N/A				
Event Onset		when attempting to use the BLOCK f	nave been experiencing difficulty processing LSRs ïeld. IMA requires that the block values provided in t		
Time: 9:45		BLOCK appear in alphabetical order.			
⊠ AM □ PM		· ·	ng activities may not be properly provisioned.		
Date: 08/01/03		Qwest Proposed Work Around: CLECs should provide their blocking activities in the BLOCK field in alphabetical order.			
System/Applicat	tion:				
		IMA-GUI			
		IMA-EDI Release(s) 11.0, 12.0, 13.0	\boxtimes		
		TELIS/EXACT			
		E-Commerce Gateway			
		CEMR			
		Resale Product Database			
		MEDIACC			
		Other:	_ 🗖		
Client Region:					
		Eastern			
		Central			
		Western			
		All Regions			
Estimated resolu	ution Time: MTN	☐ AM ☐ PM Date:			
Event Closure	Resolutio	n:			
Time: MTN					
☐ AM ☐ PM					
Date:					
☐ System Eve	ent Notification has t	een closed.			
Escalation:					

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.

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Qwest Blocking Event Notification (Blocking), September 8, 2003 (Closure)



EVENT NOTIFICATION

				tissoonia aanaa aana
To:	Qwest Wholesale Customers			
From:	Qwest IT Wholesale Systems Help Desk			
Date:	September 8, 2003			
Subject:	System Event Notification			
☐ Initial		□ Update		⊠ Closure
This Event Notif	ication is sent to adv	rise you that Qwest had experi	enced trouble	with the below system:
Ticket Number:		Ticket Severity: 3		rnally Identified by Qwest, no reporting CLECs
ISC Ticket Num	ber: N/A			
Event Onset	Description of Trouble: CLECs may have been experiencing difficulty processing LSRs when attempting to use the BLOCK field. IMA requires that the block values provided in t			
Time: 9:45	9:45 BLOCK appear in alphabetical order. Business Impact: Requested blocking activities may not be properly provisione			vities may not be properly provisioned
⊠ AM □ PM		·	-	ould provide their blocking activities in the
Date: 08/01/03	DI COM Folding all the trade of goods			
System/Applicat	tion:			
		IMA-GUI		\boxtimes
		IMA-EDI Release(s) 11.0, 12.	.0, 13.0	\boxtimes
		TELIS/EXACT		
		E-Commerce Gateway		
		CEMR		
		Resale Product Database		
		MEDIACC		
		Other:		
Client Region:				
		Eastern		
		Central		
		Western		
		All Regions		\boxtimes
Estimated resolution Time: 5:00 MTN ☐ AM ☒ PM Date: 12/08/03				
Event Closure	Resolutio	n: To be resolved with release	e 14.0 of IMA.	
Time: 3:00 MT	N			
☐ AM 🛛 PM				
Date: 09/08/03				
Escalation:				

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.